

We constantly strive to improve our high standards. Your comments are very important to us and will be assessed by our management team.

SCHOOL: PARTY LEADER:
CENTRE: Abernant Lake Hotel DATES: 4th - 8th March
NAME OF ACCOMMODATION: Abernant

Please score on the following basis if not making any comment

1 - Excellent 2 - Very Good 3 - Good 4 - Acceptable 5 - Poor

SECTION 1: Pre-Arrival

How could we improve our website, www.manoradventure.com? Nothing extra.

If you had a visit from one of our School Journey Advisors:

Did he provide a fair description of our centre and product? N/A

How professional was the Presentation Evening? —

How did you rate our pre-visit administration?

Customer Services (Bookings, payments, support)? Excellent

Operations (Rooming, outdoor pursuit programmes, support)? Good

Preview visit to the centre? N/A

SECTION 2: Arrivals

General Welcome: Good Fire Drill: Good

Room Allocation: Excellent Introductory Talk: Good

SECTION 3: Centre Facilities

Pupil Accommodation V. good Teacher Accommodation: V. good

Washing & Toilet Facilities: V. good Cleanliness / Hygiene: V. good

The Grounds: Excellent

Were there any accommodation problems? None

Standard of cleanliness / tidiness? (teacher & pupil) Excellent

Standard of Furnishing? V. good

SECTION 4: Catering / Meals

Were the meals of an adequate standard? Yes all tasty &

Was there enough to eat? Yes

Was the food served promptly? Yes every meal

Were all dietary requirements catered for? Yes even those that were

more busy / complicated

How do you rate the packed lunches? N/A

Any other comments? Excellent standard of food. Great variety

of options each night so every child had something

they liked.

SECTION 5: Centre Staff & Outdoor Pursuits

Did the Head of Centre / Chief Instructor make themselves known to you during your visit?

Yes.

How do you rate the Centre Staff / Instructors?

Helpful: Good Professional: Excellent

Were the Instructors motivating / clear / enthusiastic? Acceptable. Some activity

instructors didn't clearly explain the activity. Some seemed

bored and didn't want to be doing the activity.

How do you rate the outdoor pursuits? Good some seemed like a hiker or and not something the

in experience already - volleyball / orienteering.

How do you rate the outdoor pursuit equipment? Excellent

What were your pupil's favourite outdoor pursuits? Paddleboarding / kayaking /

lake challenge.

Are there any new outdoor pursuits you would like Manor Adventure to offer?

Sailing / perhaps using the rivers/hills more.

Do you have any suggestions on how we could improve our product or outdoor pursuits?

SECTION 6: Overall Assessment

Which aspect of your stay was most enjoyed? *Seeing the chr conquering
peas on the abseiling and water*

Which aspect of your stay was least enjoyed? *Scavenger hunt and nature trail
weren't enjoyed the by the children*

How do you rate the overall product on a value for money basis? *Good*

Will you be considering a further visit with Manor Adventure? *Yes - would like to try some of the other sites too*

Have you any further general comments which you feel would be useful to us?

Where did you hear of Manor Adventure? *Staff word of mouth*

What were the reasons for choosing Manor Adventure? *Previous staff member had previously been and said it
was worthwhile*

Which centre did you visit last year? *Phos y Gwalia*

What other visits does your school organise? *Year 5 residential*

SECTION 7:

Do you know of any other schools or colleagues who may be interested in visiting any of our centres in England, Scotland, Wales and France?

Name: Name:

Address: Address:

*manor
adventure*

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adventure*

**COURSE
REPORT FORM**

for

Culmington Manor, Shropshire

Lockerbie Manor, Scotland

Abernant Lake Hotel, Wales

Willersley Castle, Peak District

Norfolk Lakes, Norwich

Your views are very important to us. We would greatly appreciate five minutes of your time to complete and return this form to reception prior to your departure.

We hope you have enjoyed your visit with us



Have you considered our French Centres



Le Château du Broutel



Le Château de Warsy

